

## In Central Maintenance

# CAT teams getting results

Central Maintenance has implemented a fundamental principle of the Quality Improvement Process, and is getting results.

The early step Maintenance introduced is a Corrective Action Team (CAT). In a Quality process, CAT teams, generally comprised of a representative group of employees from similar work areas, audit, inspect or self-evaluate procedures to search out areas for improvement. They also encourage input from other employees.

The Central Maintenance CAT team is doing just that to resolve crowded shop conditions created last June when North and South shops merged under a single Central Shop roof. Encompassing craftsmen and supervisors from various areas of the shop, the team has been evaluating the shop layout and interviewing fellow shop employees for solutions to the best use of available shop space.

Participation has been active, according to CAT team chairman John Daniels. "We get back to employees to discuss suggestions and have been able to put some into

practice right away," he said. "When employees see their suggestions acted on, they are not reluctant to offer more."



**OPEN AREA...Dan Austin, boiler shop, prepares to cut metal on a shearing machine. The area around the machine, and throughout the boiler shop, has been cleared out to provide more open floor space.**

## **Shell now offers payroll deduction for U.S. Savings Bond programs**

During March, Shell Oil Co. will enter the 1986 U.S. Savings Bond Campaign, making it easy for employees to purchase the secure investment bonds through payroll deduction.

Payroll deduction authorization forms and U.S. Saving Bonds pamphlets are being mailed to employee homes and reminders will be printed on check stubs to encourage employee participation in the savings bond program.

In 1985, savings bonds were promoted as being back in favor as an investment vehicle for Americans. An up-to-date schedule of return on savings bond investments, combined with traditional advantages of small minimum purchases, convenient buying plans, absolute safety and no-hassle conversions to cash is ex-

pected to continue the popularity of savings bonds in 1986.

Through April the bonds will pay the current interest rate of 8.36 percent.

In 1983, the Treasury Department tied interest rates paid on Series EE bonds to financial market rates, paying 85 percent of average market rates of popular Treasury securities. "Interest rates will rise or fall with the market, but are guaranteed to pay a minimum 7.5 percent if held for five years," said Ann Bataitis, Employee Relations.

U.S. Savings Bonds remain a safe and secure investment. Principal and interest are guaranteed by the U.S. Government, and if lost, stolen, mutilated or destroyed,

A walk through the shop with Daniels and team member Wayne Westbrook reveals some recommendations which were quickly put in place.

Storage benches on the work floor have been replaced with less bulky lockers. Decking in the upstairs lunch room area is being extended over offices to provide additional space to place lockers, said Westbrook.

Work tables in the Machine Shop were rearranged in a north-south alignment to fit two tables in the space of one previously fixed in an east-west configuration. Lathes in the Machine Shop were adjusted at angles to accommodate an increased number in the same designated space with more work room. The boiler shop freed up work space by rearranging storage, eliminating one pipe rack and three work benches.

Other areas removed clutter by eliminating duplicate or antiquated equipment. And still other equipment not needed in the shop was made portable for use in field areas.

Although improvement may seem random, the progress was anything but haphazard.

The CAT team burst on the scene with a plan, established requirements and set guidelines to fulfill its goal. The goal: review how the Central Shop is organized and utilized, and recommend changes to Central Maintenance's Quality Improvement Team (QIT, a committee of foremen, supervisors and managers) that could increase safety, morale and productivity.

Guidelines called for minimum cost solutions. Prime considerations were to maximize the use of high bay areas, plan work flows, define work-staging areas, reduce stock storage and review equipment needs.

With employee input, the team attacked the problem immediately, although in phases. First, it looked for quick, housecleaning solutions to clear out the

*With its own system*

# Credit union now computing

The Shell Federal Credit Union installed a new computer system in October to reduce costs and more effectively serve members, and at the same time keep the \$43.5 million financial institution growing.

Transactions will be processed quicker since the computer eliminates hand entries previously recorded by tellers and loan officers. Additionally, account information, including recent transactions and balances, is displayed on terminals at each teller and loan officer station.

The new computer also allows the credit union to process and mail account statements to members quicker, and gives credit union management a better tool to evaluate and analyze cost details of services provided to members.

"The new computer system helps us technologically keep up with the rest of the financial industry. We can offer everything anyone else can offer, and can now do it more efficiently," said Steve Cook, Data Coordinator.

"Our system is expandable, so it will grow as we grow, keeping us ahead of the pace of the industry and giving us the ability to offer the full service our members want," said Cook. He added that while offering full banking service fulfills needs of present members, full service also persuades new members to join.

"We expect in the long-term the computer will help us get more members and more assets," he said.

Cook, Jesse Campbell, credit union manager, and the board of directors conducted a six-month study to find and plan an appropriate computer system. In addition to looking for a quality computer, the search team was scouting for a reputable service company which could program the computer for all credit union needs, from tracking checking and savings accounts, to tracking certificates and loans, even printing out loan papers.

In addition, the system needed to be compatible with the national Pulse Automatic Teller Machine (ATM) network to which the credit union belongs.

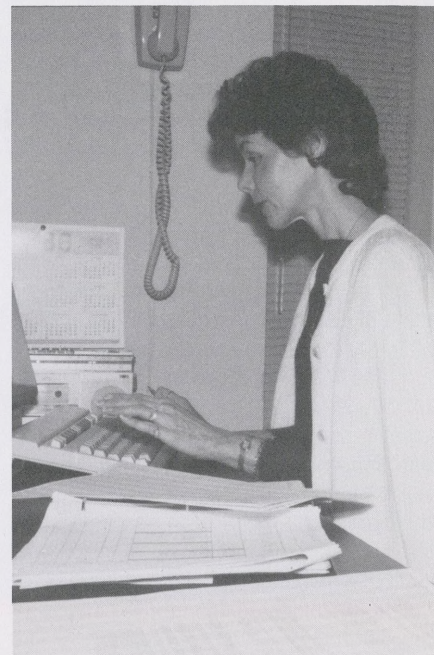
A consultant interviewed credit union supervisors to discover particular needs the credit union might have. A detailed proposal was written according to established needs, with only a few computer vendors able to satisfy all the needs.

"After narrowing our choices, we invited four vendors in to make presentations. Then we visited credit unions each vendor was servicing," said Cook.

Results of the thorough search pushed Summitt, a service company using Hewlett-Packard computers, to the forefront, and provided the credit union with a complete computer system at a monthly cost less than it was already paying to prepare account statements and support the ATM.

Summitt also provided on-line training for employees prior to introducing the computer system to customer transactions Oct. 1. During September, credit union employees conducted transactions by hand while customers were present, then repeated the transaction on the computer in the test mode. As a result, the computer system went on-line without a hitch, said Cook.

The credit union has been running the system with few hitches ever since, including preparing monthly and yearly statements for 12,000 members. "Summitt is on call for 24-hour support to us," said Cook. "When we prepared the first month's statements, we called for help. The second month went smoother. When we prepared the year-end statements, we didn't even call for help."



**INCREASED EFFICIENCY...**A new computer at the Shell Federal Credit Union is expected to increase efficiency and reduce costs while better serving members. Computer operator Rita Nettles enters data at a terminal in the credit union's newly furnished computer room.



**FASTER SERVICE...**A new computer system at the Shell Federal Credit Union helps tellers process banking transactions faster by eliminating hand-recording entries. Tish McClain, accounting supervisor, receives a computer deposit receipt from teller Carlon Crawford.

# SCORA News:

## Club marks 10th anniversary

With the start of the new year, SCORA celebrates its 10th anniversary as the complex employee club.

As a kickoff celebration, the club will be offering 10th anniversary tote bags to all employees renewing or signing up for membership in the club. The membership drive runs Feb. 1 through March 1.

The annual fee is \$15. Members can pay the fee with the application or sign up for payroll deduction. Through payroll deduction, members can automatically have membership renewed annually.

With the applications, employees will receive a ballot to vote for board members (see separate list of names), as well as a suggestion card. "We pay attention to the suggestions," said Junior Guillot, president. "For instance, we are planning to have a Las Vegas Day with a dance that night, and also some type of seafood boil. If people are interested in the club sponsoring either event, let us know on the suggestion card."

During the past two years a number of events have been introduced or reinstated at members' request. The annual pool tournament, fun runs and additional camping trips are examples of employee sugges-

tions put in place.

The first camping trip for 1986 will be Feb. 14-16. A \$9 deposit to Carol Boyett or Junior Guillot will reserve a spot for the three-day President's Day holiday. As is usual for the camping trip, the club will supply the meat for a Saturday night barbecue. Campers should bring side dishes and refreshments. The camp ground has a pavilion in case of rainy weather.

A number of other camping trips will be scheduled during the year, including another Labor Day trip to New Braunfels.

The annual all-clubs Chili Cookoff is March 15 at 13th Commerce Place in Deer Park. Chili teams will compete for a 6-foot travelling trophy going to the team with the best judged chili, as well as three runners-up trophies, and a People's Choice trophy for the best chili as voted by the audience.

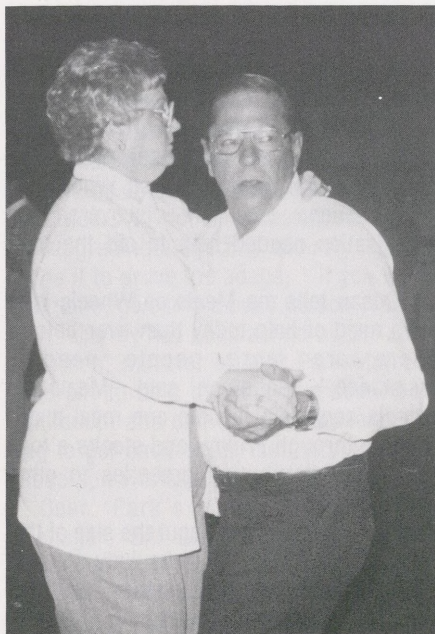
There will also be Showmanship categories with trophies for Best Overall, Audience Participation, Costume and Setting, and Teamwork.

Chili teams must be members of a Shell employee club. A TGIF party will be held while teams are setting up Friday night. Entry is \$10 per team.

There will be stage entertainment, talent contests and games, including a dunking booth and rides for children.

SCORA is also encouraging vendors to sell food or items. Members can reserve a vendor booth for \$10. Outside vendors will pay \$25 for a booth space.

The next weekend, March 22, is the annual children's Easter Egg Hunt. It will be held at San Jacinto Battleground Park, and open to children and grandchildren of



**A SLOW DANCE...**Bill Nonenmacher, Engineering-Pressure Equipment, and wife enjoy a slow dance during the SCORA Christmas Dance.



**STOCKING STUFFER...**The youngest member to attend the Christmas Party was Britny Hudson, daughter of Kathy Hudson, Financial.

members. Children, divided into age categories, will hunt candy eggs. More details will be available in upcoming **SHELLEGRAMS**.

The annual picnic is scheduled for May 3 at Fun Fair Park on East Mount Houston. Some other events tentatively scheduled are a pool tournament in February, two dances during the summer, and a turkey shoot in October. Look for details in coming **SHELLEGRAMS**.



**ARE THEY REAL?...**Wallace Hallum, Jr., son of Wallace Hallum, Maintenance, gets a close up view of the puppets which entertained children during the Christmas party.

## SCORA Board Nominees

### STAFF NOMINEES

JOEL REYES  
BILLIE DANIEL

### HOURLY NOMINEES

JOHNNY BREECHEN  
EDDIE GAINES  
JUNIOR GUILLOT  
HENDERSON HAMMIT  
EARL V. JACKSON  
DOUG JOHNSON  
LLOYD KIRK  
JERRY MCDANIEL  
DOUG TESCHENDORF  
NEMO VALLERIE

# DPMC Employees



**VOLUNTEER...** Robbie Roberson volunteers many hours each week helping various organizations and people. As a DPMC pensioner, Roberson remains a member of the Complex Historical Society, helping arrange displays and identify donated items.

## *Roberson uses his time*

*"It is one of the most satisfying feelings since I retired; the feeling of accomplishment that I have benefitted someone who really needs it."*

Robbie Roberson has not slowed down since he retired from Shell Deer Park Jan. 1, 1984, but has channeled his work energies in new directions. Roberson has joined a growing stock of senior volunteers.

And volunteerism is an experience he highly recommends.

"If people, especially retirees with extra time, would donate a little time to some organization, like the library or the little league, it would help our community," Roberson said. "These seniors have a lot to offer. Just the presence of older citizens has an effect, and it would be satisfying to them."

Roberson knows that satisfaction firsthand through weekly deliveries of

groceries to Meals on Wheels, a charity operated out of the Sharon Lutheran Church in Pasadena. From July to November, Roberson delivered 149 grocery boxes of food. Calculated for a full year, that would amount to approximately \$18,000 of food ultimately finding its way to elderly home-bounds and the needy.

Roberson collects the food from Gerland's Food Fair on Center Street in Deer Park. Through volunteer efforts in the Deer Park Chamber, Roberson met the manager of that store, Leonard Watts. When Watts searched for a benevolent way to distribute damaged, but still consumable, food stuffs, he called on Roberson, asking him to find an agency that received no other assistance and helped the needy in the Deer Park area.

*"If people would donate a little time to some organization it would help our community."*

Roberson's investigation turned up Meals on Wheels. Roberson interviewed Susan Tibbertsma, Neighborhood Ministries Director for the Sharon Lutheran Church, which runs Meals on Wheels for the Pasadena area. He discovered the organization needed help to aid the truly needy.

"Susan tells me Meals on Wheels is in more need of help today than ever before. There are more people needing assistance," Roberson said. Meals on Wheels serves 80 people one meal a day Monday through Friday, and stocks a food pantry for distributing groceries to other needy.

"The food pantry is about the size of this office (12' x 12'). It can be fully stocked after my deliveries each Tuesday and totally barren in less than three hours," Roberson said.

Roberson's volunteerism did not just start with nor does it end with his assistance to Meals on Wheels. In the 1950's he served as a volunteer for the



**HELPING THE NEEDY...** Bill Gibson and Dr. Tom Sewell place a \$15,000 check into the Salvation Army kettle this Christmas season, as the Salvation Army's Commander of the Pasadena Corps, Lieutenant David Cope watches. Gibson, Community Relations manager at DPMC, presented the check on behalf of the Shell Companies Foundation, Inc. Sewell, Chancellor of San Jacinto College, is Chairman of the Salvation Army Christmas Cheer Committee. Although given during the Christmas season, the check is the first of three annual donations promised by Shell Oil Co. for capital improvements to the Salvation Army's new Pasadena headquarters. The organization purchased and moved into the old First United Methodist Church on South Shaver in May, 1985.

# Volunteer Efforts

## *to aid needy*

LaPorte Fire Department, and later volunteered as a captain in the Texas State Guard. As a retiree, he remains an active member of the DPMC Historical Society and is involved with the OCAW-Shell Retirees Club.

Additionally, Roberson has "adopted" several elderly friends and sees that they get medical attention whenever needed.

*"Robbie's willing volunteerism for the betterment of his community has spanned many years of helping the needy."*

Roberson does not just participate in an activity, but looks at how he can get involved. He parlayed a couple of occasions of setting up DPMC booths at Deer Park Chamber exhibitions into becoming a member of the Chamber's Building Committee.

As a Building Committee member, he personally led efforts to gain needed donations for the Chamber's exhibition building. Just this year he secured freezer cases, fluorescent lighting and shelving material. But even after the collecting is done, Roberson is not finished. He helped install the donated materials and got expert volunteers to do other installations, such as upgrading stage and security lighting.

As if to prove the adage, "If you need a job done, give it to a busy person," Roberson recently has been asked by Dr. James L. Killen, minister of Deer Park Methodist Church, to be a member of a council that will adopt and care for a needy family trying to get back on its feet. It's a sure bet Roberson will say yes.

Deer Park's Community Relations manager, Bill Gibson, has worked with Roberson for the past six years on a number of community projects, especially Chamber of Commerce activities. "Robbie's willing volunteerism for the betterment of his community has spanned many years of helping the needy," said Gibson. "Robbie finds it beyond his vocabulary to say 'no' to those in need."



**NEEDY TIMES...** Jerry Gober, right, accepts 20 boxes of nonperishable food items collected in a DPMC employee food drive prior to Christmas. Some of the food was distributed to needy people the same afternoon it was delivered. From left, Oscar Villa and Preston Servance of Pioneer Contract Service handled the delivery, which was coordinated by Veronica Servance, Services, and Kali Giebel, Employee Relations.

## *Shell DPMC employees donate food to Salvation Army at Christmas time*

Bolstered by 20 boxes of food collected at DPMC, Houston area Shell employees collected more than a ton of food for the needy during a Christmas Holiday food drive.

Shell employees joined television station Channel 13 in a drive to stock Houston Food Bank cupboards with items for distribution to food pantries throughout the Houston area. More than 100 boxes, estimated to equal some 250 grocery bags, were filled by Shell employees.

The DPMC food drive, sponsored by the Company and Union, was held Dec. 14-22. With food collected at nine drop off points throughout the Complex, the drive produced 20 boxes, or nearly 400 pounds of nonperishable food items. The food was delivered to the Salvation Army headquarters in Pasadena for distribution to the

needy in the local area.

Kali Giebel, Employee Relations, who helped coordinate the drive and delivery of food, called the drive a success. "The Salvation Army was quite excited that we were doing this for them," she said.

The DPMC donation was delivered about noon on Dec. 23. Already that day, Salvation Army workers had given away 400 bags of food. Workers immediately sorted through Shell donations for items to fill more bags since the local charity expected to give away another 600 grocery bags of food that afternoon.

"Mrs. Gober, an employee at the Salvation Army, said the need this year is greater than it has ever been," said Giebel. "People who gave food last year, are asking for food this year." Jerry Gober is the wife of W. L. Gober, Maintenance.

# Maintenance gets results from process

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area without spending capital money. Next, the team took a longer range view, searching for solutions which require capital dollars.

The CAT team coordinated its work through Central's QIT but was given latitude to go directly to area supervisors and work with them on suggestions.

*"The CAT team has been able to expedite some housekeeping."*

"Mostly we kept the QIT informed of cost estimates and manpower estimates, so they could review if the solutions were feasible and advisable," said Daniels. "But the solutions actually came from within the shop. With employee input, the CAT team has been able to expedite some housekeeping."

Westbrook indicated there still is a ways to go before considering the team's job complete. "We are making some recommendations that will require spending money, such as building staging areas outside the shop to hold material that eventually comes into the shop, but does not need to be permanently stored in here," he said.

Although it will take time for those recommendations to be approved and implemented, Central Maintenance proudly points to successes already accomplished as the CAT team strives toward a goal to free up space, especially work space under the high bays in the shop.

"If you had come into the shop a couple of months ago and seen the congestion, then walked through now, you could really appreciate how much has been done. Some work areas have really been cleared out, like the Boiler Shop," said Chester Guidry, a member of Central's QIT.

"Central Maintenance is taking a different approach to introducing our Quality Process," said Guidry. "We are involving employees in the process before actually conducting conventional Quality training. When Central Maintenance employees begin Quality training, sometime around late fall, they will be able to look at the success of the CAT team to see what can happen when people get involved in the process."

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**LOCKERS GIVE ROOM...**Wayne Westbrook, left, and John Daniels stand on the main floor of the Central Shop behind a bench which stores shop employees personal gear. The benches, which are bulky and catch-alls, are being replaced with lockers, which take up less room. The lockers (visible behind Westbrook and Daniels) eventually will be moved off the floor to provide more working space in the Central Shop.

## Six adopted as native Texans



**RECOGNIZED GOOD FORTUNE...**Six members of the DPMC Historical Society swore on a field of bluebonnets to tell Texas-sized tales and loudly proclaim their pride as adopted native Texans during ceremonies conducted by State Representative Ed Watson, right, a Shell pensioner. Those with the good fortune to be in Texas this Sesquicentennial are, from left, Russ Shedelbower, Berta Hokanson, Vi Cooper, Maxine Wallace, Herb Butler and Maurine Bishop.

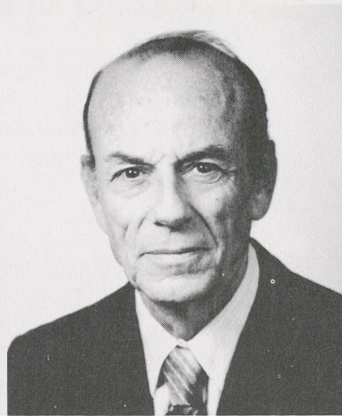
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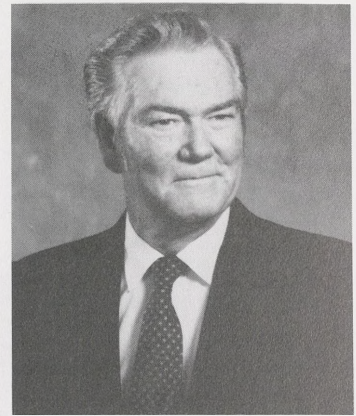
**E. H. DONNELLY**  
Retiring with 31 Years



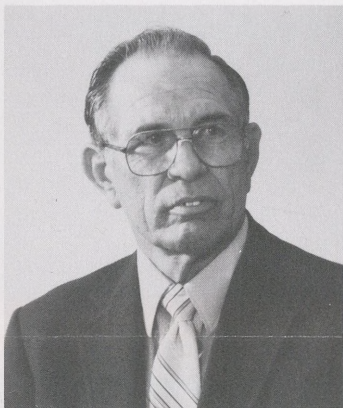
**T. W. FERGUSON**  
Retiring with 36 Years



**B. L. KELLY**  
Retiring with 39 Years



**O. L. KENNEDY**  
Retiring with 30 Years



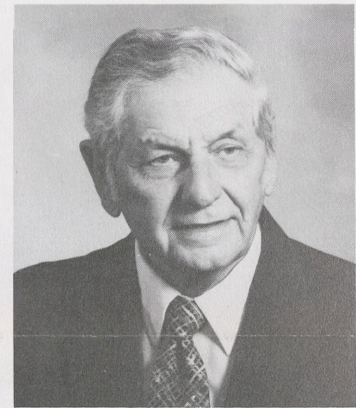
**F. F. LEWIS**  
Retiring with 36 Years



**R. LOPEZ**  
Retiring with 30 Years

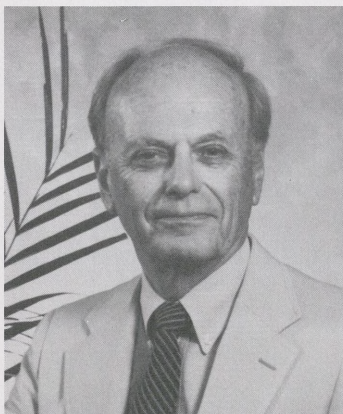


**M. SOMMER**  
Retiring with 33 Years

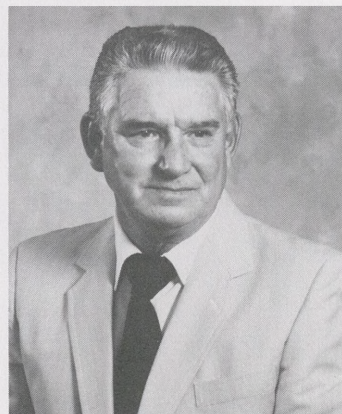


**D. URBANEK**  
Retiring with 43 Years

**Service Anniversaries**



**M. S. JOHNSEN**  
40 Years



**J. C. RANTON**  
30 Years

**Classified / Classified / Classified**

**FOR SALE**

'77 MERCURY MONARCH, low mileage, clean, good condition. 472-8633

'84 PATHFINDER MOTOR HOME, 26 ft, Class A, 13,000 miles, 454 Chevy engine, sleeps 4, bath, generator, refrig/freezer, range, water heater, cent. heat. 487-0584

REFRIGERATOR/FREEZER, 22 cu ft, side-by-side, icemaker, avocado green, runs good, \$125 or best offer. 482-3564

3-2 LAKE HOUSE, Lake Livingston, on cut, central A/H, on pilings, good neighborhood, Carlisle Cove, \$63,900. 479-4331

**FOR RENT**

ONE WEEK VACATION, time-share - Cancun Marina Club - Cancun, Mexico, available March 22-29, 1986, \$700. 488-0900

**Savings bonds program offered through payroll deduction**

CONTINUED FROM PAGE 1

bonds are replaced without charge.

Also, tax on interest earned through Series EE bonds is deferred until the bonds

are redeemed.

An employee can later exchange Series EE bonds for Series HH bonds, which pay interest semiannually, to defer taxes on the

interest earned from the EE bonds until after retirement, Bataitis said. For more information, employees can contact Bataitis at extension 6648.



**SESQUICENTENNIAL KICK OFF...DPMC Historical Society members, right, Herb Butler, Bud Kyzer, and Russ Shedelbower raise a Sesquicentennial flag saluting the 150th birthday of Texas Independence. A crowd of State, City and business leaders attended the Shell flag raising, the first official ceremony held by local industry.**

*At Shell DPMC*

# Sesquicentennial flag up

Flag raising ceremonies at the refinery gate Jan. 16 kicked off business and industry's participation in the City of Deer Park's celebration of the Texas Sesquicentennial.

Shell Deer Park became the first business in Deer Park to officially fly the Sesquicentennial flag, saluting the 150th birthday of Texas independence, during ceremonies attended by State, City and business leaders.

Deer Park Mayor Jimmy Burke, a Shell DPMC employee, presented a Sesquicentennial flag to Shell. The flag was accepted by Bud Kyzer, a member of the DPMC Historical Society, which conducted the flag raising. Kyzer is the only active employee member of the Historical Society who was born in the Lone Star State.

After the flag raising ceremonies, State Representative Ed Watson administered an oath and awarded adoption certificates to Historical Society members not born in Texas. Adopted as native Texans for the Sesquicentennial year were Maurine Bishop, Herb Butler, Vi Cooper, Berta Hokanson, Russ Shedelbower and Maxine Wallace.

**SHELLEGRAM** Editor Dennis Winkler, a member of the City's Sesquicentennial Committee, emceed the ceremony, and was also adopted as a native Texan. He told the gathering Shell is proud to participate with the City of Deer Park in boasting of its heritage as the "true birthplace of Texas."

"The Shell Complex is very much a part of Deer Park's history, and also Texas history and independence," Winkler said. "We are in the shadow of the monument that salutes the Battle of San Jacinto, and

Shell stands on land that hosted armies involved in the battle for Texas independence.

"In fact, some historians say a two-story cabin along Buffalo Bayou (now the Ship Channel) on current Shell property was the cabin in which the Texas Treaty was drawn," he said.

In 1928, when the refinery was being constructed, employees found grave sites of Mary Wilson Jackson and her brother William Wilson. It was the Wilson home in which some historians believe the treaty was drawn. Those grave sites have since been moved to Dow Park behind Deer Park City Hall.

The DPMC Sesquicentennial flag raising is one of many events planned for the area during the Deer Park Sesquicentennial Celebration, which culminates with a parade and festival April 19 in Deer Park. The State will crown its Sesquicentennial celebration during a festival at the San Jacinto Monument the next day.

A highlight of the Deer Park festival will be a Sesquicentennial musical extravaganza written, produced and performed by Deer Park's renowned Art Park Players.

Other scheduled events leading up to the celebration include a Feb. 19 dedication of a marker in Dow Park proclaiming Deer Park a Texas Sesquicentennial Community and a March 2 ceremony across from Dow Park dedicating an authentic early-Texas log cabin.

The Deer Park Sesquicentennial Committee is still looking for volunteers to help with events, and participants for the parade and festival. Those interested should call Sesquicentennial Chairwoman Billie Mann, 479-1559.

## Shellegram

Deer Park Manufacturing Complex

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